



Capital News & Views

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www.DCorganizers.org

January 2008

Aim High - New Year, New Goals

Are you reaching for new goals in the new year? Our presenter on January 7, 2008, Ed Modell, JD, ACC is a certified Executive and Life Coach specializing in coaching and training for small businesses and professional service providers. Ed became a professional coach in 2003 and is a graduate of the Coaches Training Institute's certification program. He is the Immediate Past President of the Metro DC Chapter of the International Coach Federation. Prior to coaching, Ed practiced law for over 28 years at several major law firms in DC.

In this presentation, you will learn the principles of setting and achieving goals. You'll discover your basic personality type, including its pitfalls as well as strengths. Learn techniques for utilizing

those strengths to stay on track toward your goals. There will also be a brief demonstration of coaching techniques, where one audience member will have the opportunity to have attention focused toward resolving a business challenge or achieving a business goal.

"Ask the Experts" Focus Group

Come early (6:30 pm) to register and network. If you are new to organizing, attend our informal "Ask the Expert" focus group from 6:30 to 6:55 pm, hosted by a member of NAPO's Golden Circle.

Next Meeting: February 4, 2008 Topic: Make Money While You Sleep – Ways to Create Passive Income. Come hear an interactive discussion on alternative and additional income resources.

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January 7 Chapter Meeting Information

Location

Hilton Executive Meeting Center
1750 Rockville Pike, Rockville, MD 20852
301-468-1100

Traveling From Tyson's Corner

Take I-495/Beltway North to Rockville. Exit 1/Democracy Blvd. East. Turn left onto Old Georgetown Road for two miles. Turn left onto Rockville Pike/355 North, proceed one mile to hotel on right.

Traveling From College Park/Silver Spring

Take I-495/Beltway West toward N. Virginia/Rockville. Use Exit 34/Rockville Pike/355 North. Proceed 3 miles and follow directions above.

Meeting Agenda

6:30 - 6:55 pm Registration, Networking, and "Ask the Expert" Focus Group for New Organizers

7:00 - 7:30 pm Business Meeting

7:30 - 8:30 pm Program

8:30 - 9:00 pm Wrap-up and Networking

Guests are welcome to attend for a \$25 fee per meeting.

Hotel parking is free with code, which will be provided at the meeting.

Free street parking after 6pm.

Professional attire please.

This Issue
Moving & Relocation

Senior Downsizing

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Scott Roewer, CPO®
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NAPO-WDC Chapter President
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Senior downsizing is an emotional and physically exhausting process. Some seniors are excited about this new chapter of their life, but most fear the unknown. This major transition needs to be handled by a professional, who possesses excellent listening skills, cultivates professional relationships with the client/family, and sensitivity to the emotional process.

Following are suggestions for the process of downsizing and relocation.

Take Photos: Taking photos of the client's existing home will allow you to place objects similarly to how they were arranged in their previous residence. This will help make their new home more cozy and 'like home.'

Know the Layout: Obtain a layout of their new residence and how much space they will have. Many seniors will be downsizing and it's best to do this before the move.

Start Simple: Start downsizing and packing in areas of the home with low sentimental value. Perhaps this is the junk drawer, bathroom closet, or kitchen. This will allow them to acclimate to the process before struggling with sentimental items.

Work With The Family: Many times we are contacted by adult children of seniors looking for assistance to move their parents. This may be a sensitive subject within the family and requires confidentiality of both parties. It is best to have one client to whom you can go for information and answers. This will ensure you are not involved in any unresolved family conflicts.

Develop a Timeline: A great number of tasks are involved with moves. Develop a timeline you will follow and that your client can review frequently. Be aware of and plan for the effect their physical abilities will have on the timeline. Be respectful if they experience fatigue and have a Plan B for the timeline.

Have a Plan B: Have reliable vendors or contractors you work with who can efficiently pack a home, complete the move, unpack the resident, clean the residence, haul junk, etc. Having reliable key players is essential to keep you on schedule.

Stepping into the role of move manager is a huge undertaking and requires experience dealing with the physical and emotional aspects of relocation. If you want more experience in move management, find a professional organizer you can shadow or form a partnership. Take advantage of continuing education opportunities related to downsizing and move management with professional associations like NAPO (www.napo.com), NSGCD (www.nsgcd.org) or the NASMM (www.nasmm.com). Your success will allow you to make a difference in a client's life while providing excellent customer service.

A handwritten signature in black ink that reads "Scott". The signature is written in a cursive, flowing style.

Keynote Speaker Announced

10th Annual Mid-Atlantic Regional Conference for Professional Organizers - March 1, 2008

Caitlin Shear
A Sorted Affair, LLC
Conference Speaker Liaison
cshear@sortedaffair.net

Happy New Year! As 2008 begins many of us are focused on setting goals for self-improvement and professional development. An important step toward achieving these goals is to reserve an important date on your 2008 calendar: Saturday, March 1, the date to "GO AND GROW" by attending NAPO-WDC's 10th Annual Mid-Atlantic Regional Conference for Professional Organizers (MARCPO).

The full-day conference will be presented at the newly renovated DoubleTree Hotel and Executive Meeting Center in Bethesda, MD and will feature Judith Kolberg, acclaimed author, speaker and industry leader, as our keynote speaker. Judith, the founder and former board member of the National Study Group on Chronic Disorganization (NSGCD), will speak about *The Super Powers of Chronically Disorganized People*, sharing a se-

ries of humorous stories of actual chronically disorganized clients that illuminates their challenges without disrespecting them. Her presentation will explain how to be an innovative organizer, why innovative methods work and how they can be applied to average clients.



In addition, registrants will have abundant networking opportunities, a choice of four exciting workshops, the opportunity to learn about products and services at our fabulous Marketplace Expo, delicious food, a book sale, book signings and a dynamic closing session. This conference is a 'must attend' for both experienced and new professional organizers. For more information and to register online, visit www.dcorpornizers.org/conference08.

You won't want to miss it!

NAPO-WDC 2007-2008 Committee Chairs

Golden Circle

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Janet Schiesl
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SAVE THE DATE!

Saturday, March 1, 2008

8:00 am - 5:00 pm

DoubleTree Hotel &
Executive Meeting Center
Bethesda, MD

MID-ATLANTIC REGIONAL CONFERENCE FOR PROFESSIONAL ORGANIZERS

GO & GROW

2007-2008 Calendar

September

- 10 Chapter Meeting:
NAPO is on the GO!
Tysons Marriott
- 18 Book Club
- 27-29 NSGCD
Conference

October

- 1 Chapter Meeting:
Legal Matters -
Protecting Your
Business
Tysons Marriott
- 20 New Member
Brunch, Daily Grill,
Bethesda, MD

November

- 5 Chapter Meeting:
Time Management
Hyatt Regency,
Bethesda, MD
- 13 Book Club

December

- 3 Chapter Meeting:
Business Support
Tools – Ways to
Manage Your
Business Better
Fairview Park
Marriott,
Falls Church, VA

January

- 7 Chapter Meeting:
Aim High - New
Year, New Goals
Hilton Executive
Meeting Center,
Rockville, MD
- 22 Book Club

February

- 4 Chapter Meeting:
Making Money While
You Sleep – Ways
to Create Passive
Income

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GO MonthSM – A Good Deed Guaranteed!



Laura Caron
Positively Simplified
NAPO-WDC Director of
Marketing & GO
MonthSM Chair
LLCaron@verizon.net

There is nothing like doing a good deed to start you on the right foot for the New Year. Volunteering for **GO MonthSM** will help you do just that! As you know, January is National Get Organized Month. The purpose of Get Organized MonthSM is two-fold – to bring awareness of the benefits of being organized and to give back to the community.

Our GO MonthSM Makeover Application went live on the NAPO-WDC website mid-December. We are eagerly awaiting applications from non-profit groups that need or want our organizational assistance. Once that occurs, we will need volunteers

to complete site visits to better determine the needs of these organizations. If you have free time in the first week to 10 days in January and you wish to be a part of this, please contact me. When the site visits are complete, the GO MonthSM committee will review the applications and site visit forms to determine our winner. The actual date of the GO MonthSM makeover will be determined based on the availability of the organization and the volunteers.

In addition to doing a good deed, the GO MonthSM volunteers will be recognized on the GO MonthSM page of the NAPO-WDC website. This page will be active for 6 months.

If you wish to be on the committee, have time to do a site visit, or wish to volunteer your time for the actual makeover, please contact me via email LLCaron@verizon.net. This is your chance to start off on the right foot in 2008.

Donation Station

Project S. A. F. E. - Stuffed Animals For Emergencies

Laura Caron
Positively Simplified
NAPO-WDC Director of Marketing & GO
MonthSM Chair
LLCaron@verizon.net

Cammie Sanders founded the “Stuffed Animals For Emergencies” project - also known as Project S.A.F.E., in 1997. The project collects stuffed animals and plush toys from the community and provides those items to Police, Fire & Rescue, Ambulance Services, Children's Homes, Hospitals, Life Flight, and other emergency organizations, who distribute them to children in traumatic, emotional, transitional, and scary situations. These emergency organizations use the stuffed animals to ease the children's nerves and calm their fears in a world that at times seems so very cold. As of August 2007, they col-

lected and distributed over 17,000 stuffed animals. To learn about S.A.F.E., visit www.stuffedanimalsforemergencies.org or contact Cheryl Famigletti at helpthechildren@charter.net.

Please bring new stuffed animals to the January and February chapter meetings. Donations from clients are welcome. Donations will then be forwarded on behalf of NAPO-WDC to Emergency Agencies in need.



New Year's Resolution

Get Involved in NAPO-WDC Chapter



Debrah Shaver
Lifestyle Solutions®
www.lifestylesolutions.org

As you are making your New Year's resolutions, consider adding: "Get more involved with my local NAPO chapter." And just so you can check that

off your list come December, consider running for the NAPO-WDC Board of Directors.

Nominations for the elections of chapter Officers and Directors will be accepted during the month of February. More information will appear in the February newsletter and a request for nominations will be emailed to all members.

The following positions will be open for nominations: Chapter Officers - President, Vice President, Secretary and Treasurer. Chapter Directors - Membership, Professional Development/Programs, Marketing, Communications & Technology and Corporate Partners. Board position terms are one year with no term limit.

What are your strengths? How can you share them to help the chapter? Take a look at the duties of chapter officers and directors and make this year the year you meet another professional goal.

If you have any questions, please contact Debrah Shaver at debrah@lifestylesolutions.org.

Duties of Chapter Board of Directors

- Understand NAPO bylaws and NAPO Chapter Operations Handbook;
- Understand chapter policies and procedures;
- Be familiar with operations and requirements of a non-profit Board of Directors;
- Maintain fiscal well-being of the organization;
- Prepare for and attend Board and chapter meetings;
- Deliver appropriate reports at Board

and general chapter meetings as needed;

- Maintain proper reporting channels;
- Be proficient in fax and e-mail technology;
- Participate in budget and financial review process of chapter;
- Take part in chapter sponsored events;
- Fulfill all duties of office, seeking help where necessary;
- Set an example of ethical professionalism and excellence in business within the chapter;
- Encourage members to support the chapter and become involved;
- Educate oneself, board members, chapter members and prospective members about the professional organizing industry.

Duties of Chapter Officers

President

- Shall be considered the executive officer of the chapter and shall supervise the chapter's business and activities;
- Shall create agenda and preside over chapter Board of Directors meetings;
- Shall create agenda and preside over chapter general membership meetings;
- Shall be responsible for recommending suitable replacements for board vacancies subject to Executive Committee approval;
- Shall approve obligations of the chapter, sign contracts and manage subcontractors;
- Shall approve communications representing the chapter to prospective members, the general membership and the public at large;
- Shall serve as liaison to NAPO and other chapters;
- Shall perform other duties as may be prescribed by the Chapter Board of Directors or by the NAPO Board of Directors.

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Fairview Park
Marriott,
Falls Church, VA

March

- 1 10th Annual Mid-Atlantic Regional Conference for Professional Organizers
8:00 am - 5:00 pm
Doubletree Hotel and Executive Meeting Center
Bethesda, Maryland
- 10 Chapter Meeting: Marketing and Advertising
Location TBD
- 18 Book Club
- 31 Chapter Meeting: Roundtable Discussions
Fairview Park Marriott,
Falls Church, VA

April

- 9-12 NAPO National Conference
Reno, NV

May

- 5 Chapter Meeting: Member Appreciation Dinner and Awards
Location TBD
- 20 Book Club

June

- 2 Chapter Meeting: My Favorite Things
Hilton Executive Meeting Center,
Rockville, MD

**No chapter meetings
in July or August.**

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PR Corner

Susan Kousek, *Balanced Spaces*[®], LLC, wrote an article for the November issue of Smart Business Ideas magazine called "Effective Email Techniques."

Susan Kousek, *Balanced Spaces*[®], LLC, will speak at the Dulles Regional Chamber of Commerce's January 11 Brown Bag Lunch on "Getting Organized for the New Year".

Susan Kousek, *Balanced Spaces*[®], LLC was featured in the "A Good Person to Ask" column of the December 7-13 issue of the Washington Business Journal. The article, "Former Paper Pusher Coaches Clutter Cleaning Up" included some of her tips on desktop space and email.

Heather Coccozza, *Coccozza Organizing & Design, LLC*, was quoted in the December Metro Washington Home Improvement magazine.

Heather Coccozza, *Coccozza Organizing & Design, LLC*, will present the course "Design Your Space & Organize Your Home" on January 24 & 31 through Arlington County Adult Education.

Scott Roewer, *Solutions by Scott*, was featured on the December 12 Post Express, a publication of the Washington Post. To read his interview go to http://www.readexpress.com/read_freeride/2007/12/getting_ahead_ardor_for_order.php

Terri Fischer, *Consider It Done*, was featured in the November 30 Post Express article on ways to maximize space in small condos.

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New Year's Resolution

(Continued from page 5)

Vice President

- Shall act in place of the President when the President is absent or unable to act;
- Shall perform other duties as requested and/or delegated by the President.

Secretary

- Shall record, prepare, disseminate and maintain minutes of the chapter Board of Directors meetings and chapter meetings;
- Shall provide minutes for approval by meeting participants;
- Shall maintain inventory of chapter's official supplies and materials;
- Shall maintain chapter historical records and operations documents;
- Shall send Chapter Monthly and Board of Directors Minutes to NAPO on a quarterly basis along with financial reports due to NAPO. Reporting dates are: Within thirty (30) days after the end of each of the first three fiscal quarters (quarters end December 31, March 31 and June 30) and forty-five (45) days after the September 30 fiscal year end.
- Shall perform other duties as requested and/or delegated by the President.

Treasurer

- Shall act as Treasurer for the chapter and chair the Finance Committee if it exists;
- Shall be responsible for the funds and finances of the chapter;
- Shall prepare and forward to NAPO all financial reports and budgets as outlined in Chapter Financial Controls and Reporting Guidelines in this Handbook;
- Shall prepare and submit a proposed budget to the chapter Board of Directors to be approved and implemented before the beginning of the fiscal year, October 1;
- Shall collect and account for chapter dues and meeting fees;
- Shall pay chapter financial obligations;
- Shall review contracts and/or agreements;

- Shall review chapter financial records and present them to the chapter membership at least quarterly;
- Shall perform other duties as requested and/or delegated by the President.

Duties of Chapter Directors

Membership

Shall oversee all duties related to the following, either directly or through a committee chair:

- Review and process all chapter membership applications;
- Forward any NAPO membership applications to NAPO headquarters;
- Conduct membership renewal process;
- Oversee hospitality and registration;
- Respond to all inquiries regarding membership;
- Conduct new member orientation;
- Distribute new member information packets and materials;
- Oversee mentoring program;
- Chair the Membership Committee;
- Monitor compliance with NAPO membership categories;
- Maintain chapter membership database and inform NAPO headquarters of changes on a monthly basis;
- Confirm eligibility for chapter board candidates;
- Oversee production of membership directories;
- Oversee production of all member packets;
- Collect and tabulate member survey data;
- Shall perform other duties as requested and/or delegated by the President.

Professional Development/Programs

Shall oversee all duties related to the following, either directly or through a committee chair:

- Find and reserve chapter meeting location;
- Maintain program calendar in the appropriate venues;
- Procure and communicate with speakers;
- Schedule and facilitate program portion of chapter meeting;

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New Year's Resolution

(Continued from page 6)

- Create, distribute and review program evaluation forms;
- Oversee chapter conference;
- Develop ongoing educational programs in addition to chapter meetings;
- Shall perform other duties as requested and/or delegated by the President.

Marketing

Shall oversee all duties related to the following, either directly or through a committee chair:

- Get Organized MonthSM
- Public relations
- Media tracking
- Special events
- Chapter promotional products
- Shall perform other duties as requested and/or delegated by the President.

Communications & Technology

Shall oversee all duties related to the following, either directly or through a committee chair:

- Newsletter
- Web site
- Electronic communications
- Shall perform other duties as requested and/or delegated by the President.

Corporate Partners

- Shall serve as liaison between the Chapter Board and the Corporate Partners.
- Shall perform other duties as requested and/or delegated by the President.

Eligibility for Nomination

To be eligible for nomination to the Chapter Board of Directors as an Officer or Director, the candidate must meet the following criteria:

Be a chapter member with current dues paid to the chapter and NAPO and have consented to serve.

- Regular members must be actively working as a professional organizer.
- Nominees for the office of President shall have been members of the chapter for at least one (1) year prior to the election meeting.
- Nominees for the office of Vice President shall have been a member of the chapter for at least six (6) months prior to the election meeting.
- Nominees for all other board positions shall be chapter members.
- A Corporate Partner can serve on the Chapter Board as a Director but not as an officer, i.e., President, Vice President, Secretary, Treasurer, or Immediate Past President.

PR Corner

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Karen De Loy Swain, *Space Matters*, is teaching a class called "Learn to Organize Like A Pro" on January 16, 10:00 am - 5:00 pm. For details contact Karen@myspacematters.com.

Membership Directory

Detailed information about members can be found on our chapter web site, www.DCorganizers.org, in the Members Only section.

Changes and Corrections

Once you join or renew chapter membership, you can update your own information at any time. Go to www.DCorganizers.org. From the "About Us" menu, select "Members Only Pages." Enter your NAPO National membership number and your unique password. Click "My Account" and make changes.

Board Meetings

The next board meeting is scheduled for January 7, immediately preceding the chapter meeting. Board meetings are open to all chapter members. To ensure enough space at the location of an upcoming board meeting, non-board members who wish to attend should contact Chapter President, Scott Roewer, one week prior to the meeting.

The Marketplace is available at chapter meetings for members' promotional materials including seminars, products for sale or hiring subcontractors.

Newsletter Information

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Newsletter Topic Schedule

September	Going Green
October	Teamwork
November	Time Management
December	ADD Clients
January	Moving & Relocation
February	Networking
March	Marketing
April	Public Speaking
May	Conference Reports
June	Finding the Right Clients

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Movin' On!

Xan Koneff & Cindy Szparaga
Orchestrated Moves, LLC
www.orchestratedmoves.com

Relocating a home is rated by experts to be one of the top three stressors in life. When a client is preparing for an upcoming move, helping them stay organized and focused can be an invaluable service. Though moving seniors involves a few specialty issues to consider, the overall approach is the same for everyone. There are so many different aspects of a move but this article will focus on the Pre-Move Preparation within the home. When planning for the move of household furnishings, there are many helpful websites that can provide a checklist for utility changes and other logistical aspects also related to Pre-Move Prep, simply Google "moving checklist" and you will find many sources to fit your situation.

In our personal experience, the number one issue that can make or break the success of the move is accurate space planning. How many times have we, in our own homes, misjudged how a piece of furniture will fit into a room? Imagine the disastrous effects if you have a whole house suffering from the same misjudgment. So, whip-out those tape measures and quarter-inch graph paper and make 'to scale' templates (one quarter inch equals one foot) of all the major furniture items to be moved. Most clients will have a floor plan or dimensions of their new space, and with those in hand, it's time to "play"! I say "play" because we can help clients see the task as fun. Experiment with placements, think outside the box. But make sure the client is being realistic.

General rules of thumb to remember when "playing" include the need for at least three and a half feet (42 inches) of unobstructed passage in any walk-through area. Carefully note the location of electrical outlets in the room and avoid placing large heavy pieces in front of them or remember to have extension cords

available before the movers place the heavy item. Pay attention to heating sources or plan to use air deflectors (easily purchased at any home improvement store). Remember where the windows are, you don't want to block them. STRONGLY discourage the purchase of any new furniture. We had a client who purchased new furniture before she moved. It turned out to be a bad decision. She did not do her "homework" by using her floor plan effectively and the pieces she bought were out-of scale for the new space. The end result was an overcrowded maze on moving day, resulting in the inability to "place" anything, because it

"the number one issue that can make or break the success of the move is accurate space planning."

was too difficult to move until the boxes were cleared (the only "temporary"

obstacles). The only exception to this warning would be the purchase of a new bed. If the client is not bringing their current one, they will need a place to sleep!

Once you help the client with the furniture layout and you have a realistic idea of what will move, it is time to consider what to do with the pieces that are **not** going to move. Will they be given to friends or relatives, sold, or donated? It is best to get those items removed as soon as possible because it will free-up crucial space in the home to organize the rest of the client's belongings. As you know, our chapter has Corporate Partners who specialize in removal of unwanted items. You may want to consider other "green" alternatives such as arranging for items to be recycled to relatives, friends or a community charity. Once the big items are cleared, do what you do best! Systematically begin to edit each room, focusing on the three most important categories - clothing, books and dishes/cookware. By reducing items before moving day, your client will realize time and cost savings. If you present it to the client as a way to SAVE money by not paying to move items they actually don't need or want, they may be more

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Movin' on!

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"motivated".

Whatever methods you employ with your regular organizing clients, use them here. The main difference is you now have very concrete goals and parameters. Again, use the space in the "new" home to guide the decision-making. If the new home has eight 24"w x 30"h x 20"d cabinets, map out the equivalent space in the current home and fill it...when it's full—you're out of room. The six foot closet cannot hold ten feet of clothes. Certainly, these days there are plenty of closet companies (again, seek our Corporate Partners!) that can come in to maximize and "find" more space in closets or pantries but it is most important to help your clients be realistic.

We all understand that possessions have attachments, thus making them not-so-easy to discard. That's why it is best to let the tape measure be the "bad guy." Empathize with your client and discuss how difficult it is to pare down treasured be-

longings, but be firm, facts are facts, and the fact remains that there are only six feet of closet space! Once the "stuff" is pared down, and you have a detailed floor plan you are nearly ready. A few days before the packers arrive, try to group or label (VERY CLEARLY) the destination for each item or box in the new home. This will aid in smooth unloading on the other end.

So, overall, the approach is to keep everything very concrete. "This is your new space. According to the floor plan we have prepared, you have ____ square feet. Let's work together to make it comfortable, but not too jammed. Where is the tape measure?"

While it was not possible to address the subsequent phases of the move and how to "customize" the plan for your client's needs in this article, we would be pleased to hear from you if you are interested in learning more or have some specific questions.

(Continued from page 8)

The deadline for each newsletter submission is one week after each chapter meeting.

The NAPO-WDC Chapter is committed to providing information through the newsletter. Contributions from members are encouraged. All articles are subject to editing. Please include your full name, business name, email address and photo for possible publication.

If you would like to advertise in this newsletter, please contact Janice Landfair. NAPO-WDC makes no endorsement of products or services advertised.

Advertising sizes and rates:

Small (3 1/2 x 2") \$30

Medium (3 1/2 x 4") \$50

Large (7 x 4") \$100

25% discount for members

25% discount for repeat ads (3 or more consecutive months)

All ads must be pre-paid. Rates subject to change at anytime.

From Here to There - Moving Made Easy

Victoria Miller

Organized Solutions

Years ago, I read an article in TIME Magazine which rated moving as one of the top 3 most stressful things humans go through. Moving affects the psyche on myriad levels: mentally, physically, spiritually and emotionally. Few things evoke the angst felt when strangers enter our "castles" to handle our personal effects. Cherished treasures are wrapped and contained in rough, colorless paper; deposited in a sea of monotonous, brown, corrugated boxes; then loaded in the depths of a dark, cavernous steel truck. Our lives are heading toward great unknowns: Will the neighbors like me or, more importantly, will I like them? Where to shop, where to eat? Where are the dry cleaners, religious institutions, doctors, schools, vets? Lives are catapulted into a temporary state of chaos until settled into

"Home-Sweet-Home." Like anything, attitude and approach account for 50% of the outcome. Looking for the good (there is always good), and being *super-organized*, will make this daunting task more palatable. Investing in a specialist such as a Professional Organizer or Moving and Relocation Coordinator can dramatically impact the overall ease and success of moving. The following guidelines will make this event less complicated, time-consuming and stressful.

PURGE/DE-CLUTTER: Moving affords the perfect opportunity to go through personal and household possessions and to discard unwanted, unneeded, duplicate or broken items. Prepare several boxes marked "donation" and "trash" and recruit the entire household to be involved in the process. If in doubt...toss! There are a number of charitable organizations in

(Continued on page 10)

Chapter Mission:
To develop, lead and promote professional organizers and the organizing industry.

**Invest In Your Future
Success and
Professionalism
Join NAPO-WDC**

Education

NAPO-WDC offers education opportunities to help you become more efficient, knowledgeable, and competitive:

1. NAPO-WDC Mid-Atlantic Regional Conference and Marketplace Expo – members receive a discount!
2. Free admission to all chapter monthly education meetings.
3. Mentor program for new and aspiring organizers.
4. “Ask The Expert” program available to guests and members offering personal and professional support.
5. Enhanced membership identification for Golden Circle members and CPOs®.
6. Increased professional credibility.

Professional Resources

NAPO-WDC provides resources and services geared toward your professional growth and development:

1. Free electronic subscription to Capital News & Views, NAPO-WDC's monthly newsletter.
2. Tape/CD recordings from previous NAPO & NAPO-WDC conferences available to be checked out from the chapter lending library.

(Continued on page 11)

**From Here to There - Moving
Made Easy**

(Continued from page 9)

most neighborhoods where goods may be taken. Many organizations also pick up. Charitable tax deductions may be taken on next years return for donations made.

PACKING: If budget permits the moving company to pack, this is recommended. It is the most favorable option because it is less stressful and allows for continued day-to-day living by minimizing the disruption caused by the breaking apart of a home. Another important factor to consider is that many moving companies will not insure the contents of self-packed boxes. Always check with your moving provider.

If the “pack yourself” option is chosen, be certain to have proper tools on hand. Items should include sturdy boxes in multiple sizes (wardrobe boxes for clothing, dishpucks for kitchen items, book/record boxes for heavier items, etc.). You will also need packing tape and dispensers, packing paper, bubble wrap and padded/quilted sheets for items such as artwork or mirrors. Razor knives and plenty of dark markers are essential for any move. Items may be purchased from any van line agent or moving supply company. You may also request products from the company who will be handling the move. Tackle one room or area at a time. This is a more efficient way and will keep you from feeling overwhelmed. Make certain boxes are filled to capacity with contents or packing paper to prevent “caving in” when stacking. Be mindful of packing heavier items in smaller boxes. Be certain to label contents appropriately on both the top and sides. Label accordingly if there are fragile items within. If possible, place packed boxes in a garage or unused room to keep living space clear and un-cluttered until move day arrives.

PRE-MOVE: Have your new home cleaned prior to the move and, if possible, obtain a floor plan. Walk through your existing home and place furniture/rooms on plan so there are no guessing games when the big, steel truck arrives with the crew members that will no doubt be asking you 1000 times “where does this go?”. Provide movers with copies for ease in load-out. Take a moment to label all rooms such as children’s bedrooms, offices, or other rooms which may not be obvious to the crew.

MOVE DAY: Make certain you and your family are well rested! Relax...breathe deep...again! If there are pets or small children involved, make arrangements with friends, family, neighbors or your vet/boarding agent to provide care on this day. Make prior arrangements for meals. Make certain everyone has at least 2-3 changes of clothing along with bedding, toiletries, medications, snacks and other important necessities readily available.

POST-MOVE: Once again, moving affords the perfect opportunity to get systems in place and your household properly organized. Unpack and organize areas of highest priority and greatest need first such as the kitchen, bedrooms, bathrooms or home office. Then...relax! The hardest parts are behind you. You are in your new space and the possibilities are endless. And who knows, perhaps a new neighbor will show up with a freshly baked casserole and all the trimmings just like in the olden days or better yet, your Realtor with a client closing Gift Certificate for the services of a Professional Organizer! Enjoy your new space!

Victoria L. Miller CPO®, *Organized Solutions*, is a member is NAPO-GA and can be reached at vmiller@organizedsolutions.biz

The Power of a Fresh Start



Andrea Hancock
*Hired Hands Organizing
and Relocations*
andrea@hiredhandsdc.com

Moving has gotten a bad rap. While stressing out over the sorting, tossing, packing, cleaning, unpacking, and waiting ALL DAY for the cable or phone com-

pany to show up, one can easily miss the real meaning of a move: the power of a fresh start!

While many people fear change – I stare straight down the opening of a china barrel and say... bring it on! This is the enthusiasm that I strive to convey to my clients. Having a sense of excitement and adventure about their impending move will not only help relieve their stress but it will also make *letting go of the old* a whole lot easier.

I tell them “Moving is the best opportunity to shed unwanted clutter. Moving is about your future, not your yesterdays.”

If that doesn't work, I usually mention that the mover will be charging them per cubic foot to move all of those boxes that they

never opened from their move **20 years ago**. That will usually put a fire under the garbage bag.

Change has always played a significant role in my life: a change of marital status – single, married, divorced; a change of address - Maryland, D.C., Hawaii, New York, then Maryland again; a change of jobs – enough to fill another article. For me, change is about living outside your comfort zone, experiencing new things, testing your own self-prescribed boundaries, trying and failing, and getting up and trying again.

One of my favorite parts of a move is the empty space right before all the furniture and boxes arrive. I like to sit quietly and absorb the peace and quiet. The space is an open book to new beginnings: a new sofa, a new paint color, a new neighborhood, a new best friend, a new....

I often sit and think about where my moves have taken me and how they've brought me here today, sitting on a client's floor preparing to help them not just move into their new home, but usher in their new life.

“Moving is the best opportunity to shed unwanted clutter. Moving is about your future, not your yesterdays.”

Benefits

(Continued from page 10)

3. Book club meetings held bi-monthly.
4. Media exposure through NAPO-WDC chapter promotions, print and electronic media.
5. Online referral network generating business leads and connections with new clients.
6. Unique Members Only section for additional resources.
7. Participation in the NAPO-WDC Yahoo Discussion Group.
8. Public relations and cooperative marketing efforts.

Networking

NAPO-WDC recognizes the importance of being able to interact with and learn from the leaders in the organizing industry:

1. Meet manufacturers and distributors of organizing products, and give them your input on product development.
2. Take advantage of volunteer opportunities that provide experience, exposure, and the opportunity to affect the future of the organizing industry.
3. Your business web site linked to the chapter web site www.dcorganizers.org
4. Leadership opportunities through committee positions, board leadership, project and event coordination.

Book Club

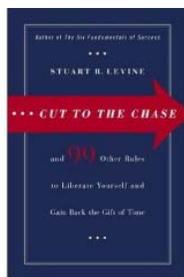
Lynn Meltzer
Clutter and Paperworks

When: Tuesday, January 22, 7 pm

Where: The home of Lynn Meltzer

What: *Cut To the Chase: and 99 Other Rules to Liberate Yourself and Gain Back the Gift of Time* by Stuart R. Levine

The author offers ideas for getting more done in less time, highlighting ways to find more balance in work and home. This book confronts the distractions and time wasters of daily life.



The NAPO-WDC Book Club meets every other month and chooses its own books.

Take part in this great opportunity to get to know other members and to share your knowledge, thoughts and questions. All chapter members are welcome to attend.

Please check the chapter newsletter calendar (on pages 4 and 5) for future dates. To RSVP and for directions, contact Lynn at 301-530-3551. Directions will also be given out at chapter meetings.

Golden Circle

Golden Circle originated in 1990 as a way to recognize our veteran members with a special designation for their dedication to the organizing profession and to NAPO. There are more than 300 members throughout the country and 38 in our area.

If you've been in business as an organizer for at least five years, and a NAPO member for at least one year, you may qualify for GC membership. To apply, go to www.napo.net/members-only/golden_circle_application.pdf for an application.

There are no membership fees or dues and new members receive a GC certificate and gold membership pin. The GC logo can be used on your marketing collateral and you are designated in the National and Local NAPO Membership Directories, and websites, as a GC member.

GC members attend many outstanding events at the NAPO national conferences – including luncheons, special lectures and roundtable discussion groups – as well as local get togethers.



Information & Referral Line

202-362-NAPO (6276)
www.DCorganizers.org

Golden Circle Report



Jessica Williams
Clutter Doctor
NAPO-WDC Golden Circle Liaison
clutterdr@earthlink.net

Meeting February 10

Our next quarterly Golden Circle (GC) gathering will take place at 6:00pm on Sunday, February 10, 2008. We will meet in the private room of the Daily Grill in Tysons Galleria Mall (first floor near Neiman-Marcus) in McLean, Virginia. Please see their website at www.dailygrill.com for a map, menu and more. The topic of discussion will be hiring and managing subcontractors and employees. Specific questions for consideration will be emailed to Golden Circle members closer to the meeting date. Please RSVP to Jessica Williams ASAP to secure your place at the table!

We also hope to coordinate a Golden Circle social event at the March 1 Mid-Atlantic Regional Conference for Professional Organizers in Bethesda.

Golden Circle Listserv

The Golden Circle Member Listserv is a terrific venue for more seasoned professional organizers from around the country to network with each other. This resource allows you to ask for advice, get a referral for a vendor or product or share your knowledge about a variety of topics with other Golden Circle members. Learn more

information about this listserv at <http://www.napo.net/members/gc.html>.

Ask the Expert Table

At each chapter meeting an Ask the Expert table is hosted by one or more Golden Circle members. This gives new organizers the opportunity to benefit from the wisdom of seasoned organizers and gives Golden Circle members a chance to give back to the organizing community. Thanks to Victoria Robinson for hosting with me in December! **Hosts are needed for the February-June chapter meetings.** A half hour of time by those Golden Circle members who can arrive by 6:15 would be greatly appreciated! Please contact Jessica to schedule a date today!

Applying for Membership

Qualifications for Golden Circle membership are listed to the left of this article. If you are approaching your 5-years-in-business milestone, be sure to start gathering your application materials now. If you want to receive your new Golden Circle Member pin at Conference, you should allow for about 2 months lead time. As a Golden Circle member you will be allowed to attend special conference sessions and have the opportunity to network with the some of the most experienced and well-respected organizers from around the country.

Questions? Contact Jessica Williams, Clutter Doctor, Golden Circle Liaison at clutterdr@earthlink.net.



Edward G. Modell, JD, ACC

Certified Professional and Personal Development Coach
Past President, ICF Metro DC Chapter

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Email: edmodell@aol.com

Book Review



Melanie Patt-Corner
Cabin John Organizing
Melanie@dorsetwest.com

On Tuesday, November 13, the NAPO-WDC book club met at Lynn Meltzer's

to discuss *Buried in Treasures*, written by Drs. David Tolin, Randy Frost, and Gail Steketee. They specialize in compulsive hoarding, OCD, and various anxiety disorders. According to the authors, hoarders make up about 1% of our population, approximately 6 million hoarders in the U.S. alone, and about 50,000 hoarders in the Washington, D.C. metropolitan area.

We decided that *Buried in Treasures* would be extremely helpful not only for organizers who work with hoarders, but also for family members and friends of hoarders. Even though a hoarder might benefit from reading the book, we concluded that some clients would have trouble reading it and applying it to their own situations. However, we all agreed that it could be helpful to use some of the worksheets in the book while working on site with our hoarders.

One quiz, "Are you ready to change?" asks eight simple questions and the answers act as a predictor of how likely your client is to continue working with you after the first few sessions. The "self-assessment test" and "activities of daily living scales" are also helpful. Some of the questions can be asked over the phone ahead of time to give you an idea of what you are going to find when you go to your client's home for the first visit, as often our hoarding clients don't consider themselves hoarders. They may describe themselves as extremely disorganized, short on storage space, or just temporarily inundated with inherited stuff from relatives.

We also discussed the "downward arrow" strategy that includes questions about each object to help in the sorting process. They include: "If I were to discard this object, what's the worst that could happen? How bad would I feel? For how long?" It's not enough to start clearing away the clutter, it's also important to put a stop to the compulsive buying and acquiring that brings the clutter into the house.

While you can't be with your clients all the time to make sure they don't go shopping every day, you can discuss shopping with them as contributing to the problem, and suggest some activities to replace the shopping. Of course, the most important activity that will help a compulsive hoarder is a weekly visit to a cognitive-behavioral therapist who specializes in hoarding. Many of our clients are already in therapy, but they don't see hoarding as a problem that is relevant to other issues they may have. While it is not our job to tell a client to go to a therapist, we can always be supportive of the idea if they bring it up themselves.

We ended the discussion with how to deal with clients who hoard books, magazines, and newspapers. This was a very common situation, as books often confer status or intelligence on the owner.



NAPO-WDC Chapter Membership Dues

Regular Chapter membership requires membership in NAPO National (*see below*).

Regular chapter member (local)	\$135
Regular chapter member (non-local)	\$ 90
New member one-time processing fee	\$ 25
Corporate Partner	\$250
New Corporate Partner one-time processing fee	\$ 50

Membership year is from October 1 through September 30.

For NAPO-WDC Chapter membership information and application, visit www.DCorganizers.org or contact the Membership Director, Cheryl Larson at membership@dcorganizers.org. For Corporate Partner questions, contact Kim Oser at CorpPartners@dcorganizers.org.

NAPO National Member Dues

Provisional member annual dues	\$180
Active member annual dues	\$200
Corporate Associate member annual dues	\$550
One-time processing fee	\$ 20

Send NAPO National dues to:
NAPO National Headquarters
4700 W. Lake Avenue
Glenview, IL 60025-1485
847-375-4746

Visit the web site to download a membership application or join directly at:

http://www.napo.net/join_napo_regular.html

Welcome New Members!

Linda Flickinger
For The Record
703-864-5803
lindafllick@aol.com

Judy Tiger
202-726-8667
grow19@aol.com

Maria Helen White
Enuff With the Stuff
703-729-1511
mariahwhite@verizon.net

Elizabeth Witt-Lee
Organized Solutions of Northern Virginia
703-927-3962
organizedsolutionsof-nva@verizon.net

There are currently 118 members and three Corporate Partners in NAPO-WDC. 53 members attended the December meeting and the chapter hosted ten guests that evening.

December Chapter Meeting Review



Heather Coccozza, PMP
Coccozza Organizing & Design
NAPO-WDC Secretary
www.CoccozzaOrgdesign.com

Highlighted Chapter Announcements

- The November web site statistics were the same as last year, except after the Oprah show on Hoarding when the web site had 3 times the number of new visitors
- The keynote speaker for our chapter's Mid-Atlantic Regional NAPO Conference is Judith Kolberg, author and expert on chronic disorganization and ADD
- The CPO exam will be available on-line from January 13-31 at a location in the area
- Our chapter will be accepting GO Month applications from non-profit associations interested in receiving free organizing services
- If you are not receiving the monthly Constant Contact email announcement, please contact Vice President, Deb Lee, at 301-502-3835
- There is a new and free media kit avail-

able for all NAPO members on the National NAPO website

Speaker and Topic Highlights

A four-person panel discussed business support tools and ways to manage your business better. Highlights from the presentation are provided.

- **Florence Lehr**, OrganizationWorks, LLC, explained the difference between Quickbooks and Quicken for Home and Business
- **Susan Kousek**, Balanced Spaces, LLC, described how Quicken can be used to support your business and gave a demonstration of the software. She also showed how easy it is to create marketing materials using MS Publisher.
- **Brian Wheeler**, President of Derby Service, discussed the current concierge services his company provides and his interest in expanding business service offerings
- **Rebecca Lang**, Clutter Organizers, highlighted features of the tablet PC, free basic business software available on the internet, and iGoogle functions such as "streetview." She also referenced other technologies available, such as your laptop using your telephone's wireless internet access.

Chat Digest

Change of Address Covering All the Bases

In September of 2007, Diana Soll posted the question below on the national list serve and got some great advice.

"I have a client who will be moving in a few months. He will have approximately 500 contacts that he will need to contact and inform of his new location - everyone from friends and relatives to boat registra-

tions, magazine subscriptions and countless business contacts. Any suggestions on how to handle this amount of contacts besides the usual change of address form from the post office?"

- Diana

"I recently moved and handled the change of address in the following manner:

Complete the change of address packet

(Continued on page 15)



Chat Digest

(Continued from page 14)

from the post office. Not only does it get your address changed, it registers you for a number of really good promotions in the form of discount coupons at places like Home Depot.

Almost all magazine address changes can be handled on-line. Go to the site for the magazine and follow the prompts.

Be sure to contact mail order companies that he would still like to receive catalogs for, as these will not be forwarded by the post office.

For business contacts, friends and family, I sent out an Email notifying everyone of our change of address and asked for confirmation of receipt of that Email.

Contact all creditors, banks and investment advisors via phone. If he has a couple of months until he moves, he should start collecting the statements from these parties and use them to make sure he develops a complete listing of all those who should be contacted.

Be aware that the post office can be very slow in forwarding mail. It was almost 3 weeks before any of ours was forwarded. Since that time though, it has been forwarded on a much more timely basis.

Because first class mail is forwarded for so long, you can catch any missed items on the backside, such as car registrations, etc.”

- Andrea

“If he wants to use this as an opportunity to REDUCE his junk mail, he may not want to complete a permanent change of address form. See <http://tinyurl.com/2blfdx>.”

- Jeri

Thank you to all who participated in this chat, including: Diana Soll, *Grand Solutions*, www.grandsolutions.net, Andrea Sharb, S.O.S. - *Sharb Organizing Solutions*, www.sharborganizingsolutions.com, and Jeri Dansky, *Jeri Dansky Professional Organizer*, <http://www.jdorganizer.com/>.

Do you promote a product or service useful to professional organizers? NAPO-WDC would like to have you as our Corporate Partner. For more information please visit www.dcorganizers.org/become-corporate-partner.php

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<http://www.certifiedprofessionalorganizers.org/>

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January 13-31, 2008

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- Professional development and increased knowledge gained through preparation for the BCPO examination.
- Listing on the BCPO web site.
- Authority to use the CPO® designation on letterhead, business cards and all marketing materials.



Web Site Report

Judy Parkins, *Gently Organized*
NAPO-WDC Director of Communication & Technology
www.gentlyorganized.com



This Year	Unique Visitors	Number of Visits	Pages	Hits
November 2007	1118	1,559 1.39 visits/visitor	5,689 3.64 pages/visit	54,658 35.05 hits/visit

Last Year	Unique Visitors	Number of Visits	Pages	Hits
November 2006	905	1,474 1.62 visits/visitor	5,675 3.85 pages/visit	56,648 38.43 hits/visit

Fun Fact: 19 NAPO-WDC members signed up for enhanced listings. Go to http://www.dcorganizers.org/user_search.php and see the difference an enhanced listing makes!

Where Should They Go?

Finding a place for things is often easier than knowing where to put important documents. How long should you keep important papers and who else should have a copy? If you are moving, here is your opportunity to use these suggested guidelines from Wachovia Securities. Take only what you need and make sure everything is in place once you arrive.

TAX/INVESTMENT DOCUMENTS	Store In:	Shred After:	Copies To:
Annuity Contracts	Locked Filing Cabinet	Annuity Paid Out	
Banks Statements/Cancelled Checks	Locked Filing Cabinet	7 Years	
Credit Card Statements	Locked Filing Cabinet	7 Years	
Form 8606	Locked Filing Cabinet	7 Years after IRA liquidated	
Investment Account Statements	Locked Filing Cabinet	7 Years After Sold	
Loan Agreements	Locked Filing Cabinet	10 Years after repaid	
Pension Plan Documents	Locked Filing Cabinet	Never Discard	Financial Advisor
Real Estate Purchase/Improvement	Locked Filing Cabinet	10 years after house sold	
Stock/Bond Certificates	Fire & Burglar Resistant Safe	Surrender on Sale	
Tax Returns/Supporting Documents	Locked Filing Cabinet	7 Years After Filing	
ORIGINAL DOCUMENTS			
Adoption Papers	Bank Safety Deposit Box	Never Discard	Executor, Lawyer
Birth Certificate	Fire & Burglar Resistant Safe	Never Discard	
Cemetery Deed	Fire & Burglar Resistant Safe	Never Discard	Heir
Citizenship Papers	Bank Safety Deposit Box	Never Discard	Executor
Death Certificates	Locked Filing Cabinet	Never Discard	Executor
Diplomas	Fire & Burglar Resistant Safe	Never Discard	
Divorce Decree	Bank Safety Deposit Box	Never Discard	Lawyer
Guardianship Arrangements	Fire & Burglar Resistant Safe	Never Discard	Executor, Guardian
Health/Immunization Records	Fire & Burglar Resistant Safe	Never Discard	Doctor
Household Inventory w/ photos	Bank Safety Deposit Box	Never Discard	Insurance Agent
Lawsuits	Bank Safety Deposit Box	Never Discard	Lawyer
Marriage Certificates	Fire & Burglar Resistant Safe	Never Discard	Executor
Medical Directive	Fire & Burglar Resistant Safe	New One Signed	Doctor, Heir
Military Discharge	Bank Safety Deposit Box	Never Discard	
Naturalization Certification	Fire & Burglar Resistant Safe	Never Discard	
Passports	Fire & Burglar Resistant Safe	Shred After Replaced	
Powers of Attorney	Fire & Burglar Resistant Safe	New One Signed	Attorney-In-Fact, Lawyer
Real Estate Deeds	Fire & Burglar Resistant Safe	10 Years After Sold	
Retirement Plan Benefits	Fire & Burglar Resistant Safe	Never Discard	Financial Advisor
Social Security Card	Fire & Burglar Resistant Safe	Never Discard	
Trusts	Fire & Burglar Resistant Safe	New One Signed	Executor, Heir
Vehicle Titles/warranties	Fire & Burglar Resistant Safe	Vehicle Sold	
Veteran's Papers	Bank Safety Deposit Box	Never Discard	
Wills	Fire & Burglar Resistant Safe	New One Signed	Executor, Heir
OTHER DOCUMENTS			
College Financial Aid	Locked Filing Cabinet	10 Years After Repaid	
Employment Contract	Fire & Burglar Resistant Safe	Change Jobs	
Insurance Policies/Invoices	Locked Filing Cabinet	1 Year after termination	Agent
Letter of Last instructions	Fire & Burglar Resistant Safe	After writing new one	Executor
Loan Statements	Locked Filing Cabinet	10 Years After Repaid	
Passwords	Fire & Burglar Resistant Safe	Change Password	
Property Tax Assessment	Locked Filing Cabinet	New One Arrives	
Receipts Warranty Items	Locked Filing Cabinet	Warranty Expires	
Receipts Expensive Items	Fire & Burglar Resistant Safe	When Sold/Donated	
Social Security Statement	Locked Filing Cabinet	New One Arrives	Financial Advisor
Warranties (w/stapled receipt)	Locked Filing Cabinet	Dispose of item	

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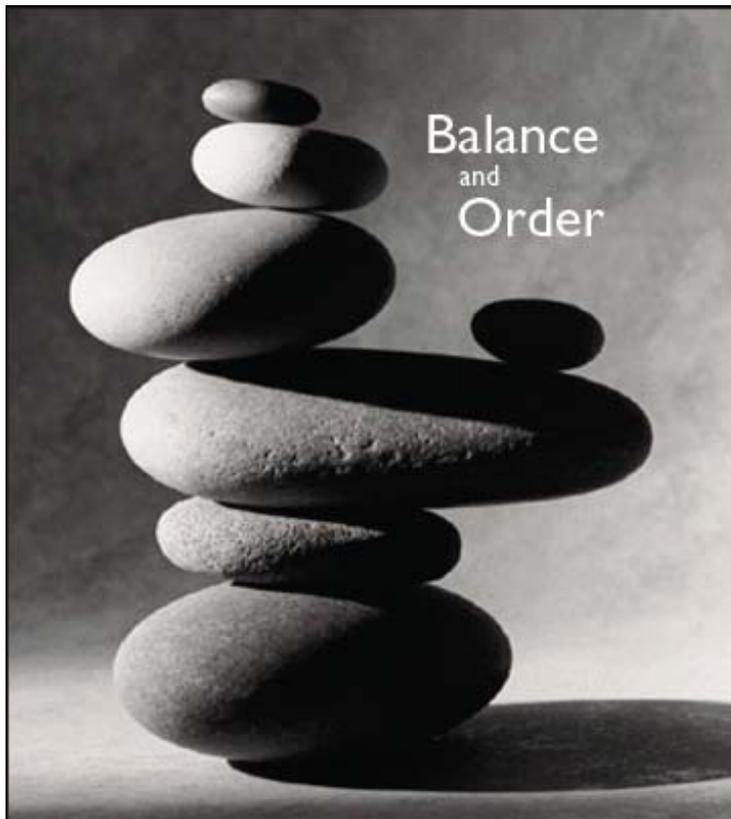
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